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## MICHIGAN'S PUBLIC SAFETY COMMUNICATIONS SYSTEM

# MPSCS BULLETIN

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### Editor's Note

*We would like to thank you for your interest in MPSCS. We welcome any questions, comments or suggestions you may have to improve the quality of this publication. You may direct them by phone to Ms. Kelly Malbty of the Michigan State Police, Communications Division, 517.336.6675 or by e-mail at [robertskn@state.mi.us](mailto:robertskn@state.mi.us)*

## MPSCS PROVES BENEFICIAL FOR OTSEGO COUNTY

Recently, the 13 public safety agencies of Otsego County became members of MPSCS adding 90 radios to the statewide 800 MHz digital radio system. Shortly after joining MPSCS, three critical incidents allowed Otsego County to put their new communications capabilities to the test.

One of the most tragic of these critical events occurred in late July when Otsego County public safety agencies responded to a multiple injury accident at a restaurant in Johannesburg. Amidst the busy Sunday lunch crowd, a passenger vehicle slammed into the Old Depot Restaurant causing serious injuries to several patrons including a four year-old girl and a 29 year-old mother of two; both of whom later died from the severe trauma suffered during the accident.

The vehicle, which was traveling in excess of 50 mph, caused the building to partially collapse leaving 11 people seriously injured. Six of the injured, including a six month-old infant, were quickly airlifted to regional trauma centers around the state.

According to first responders at the scene, the interoperability and reliable coverage of MPSCS proved vital to coordinating rescue efforts and thus saved lives.

"The 800 MHz system allowed me to immediately get through to dispatch and direct the responding fire, EMS

and police agencies at the scene on our talkgroups," said Jon Deming, Director of Otsego County EMS Rescue. "When I needed to get through on the radio there were no dead spots or overloading issues like on our old VHF system."

As a result of the swift efforts of rescue workers, the six month-old infant, as well as the remaining eight injured victims survived the tragedy.

The Otsego County public safety consortium funded the purchase of 800 MHz radio equipment through its 9-1-1-telephone surcharge. To bring the county onto the system, MPSCS staff provided user training to over 85 public safety personnel. The sessions were conducted over a two-week period and were held at the Otsego County Fire Station and the Otsego County EMS Rescue office. Upon completion of the training, the entire public safety group was able to communicate with each other and with MPSCS members statewide. The reliable coverage and interoperability that MPSCS has provided to Otsego County is now considered irreplaceable by many.

"The system is just phenomenal, there's just no way to describe it," concluded Deming.

If your agency, village, township, city or county is interested in learning more about MPSCS, please feel free to contact F/Lt. Gene Adamczyk at 517.336.6148 or via e-mail at [adamczyk@state.mi.us](mailto:adamczyk@state.mi.us).



Several Otsego-area fire, EMS and law enforcement agencies coordinate emergency rescue efforts at the

## INTEROPERABILITY: The Key to Managing a Critical Incident

As America watched the thousands of rescue personnel at Ground Zero in New York City, it was staggering to think of the nightmare public safety administrators faced coordinating their rescue efforts. The management of evidence collection, debris removal, searching for survivors, morgue functions, security measures, strategy planning in anticipation of future attacks, providing updates to family members and media, and rescue personnel work schedules, assignments, and relief was a cumbersome and exhausting task for all those involved.

Although Michigan public safety has never faced an emergency of this magnitude, every agency has still likely experienced the frustrations of communicating with a multitude of agencies during a critical event.

Achieving communications interoperability is one of the most significant means of enhancing readiness for future tragedies.

The interoperability MPSCS provides will properly equip Michigan public safety in the event of a natural or man-made disaster, fugitive pursuit, search for a lost individual, or critical event.

The events of September 11, 2001, have taught America many lessons; one that has become clear to those of us in public safety is that critical incidents, regardless of their magnitude, require communications interoperability to coordinate emergency efforts and to save lives.

## COVERAGE TESTING

Want to know how well MPSCS performs in your jurisdiction? Contact the 800 MHz/9-1-1 Section to schedule coverage testing.

Coverage testing is not only a means of determining signal strength in your area, it is also an effective way for public safety officers and administrators to learn more about the system in a hands-on environment.

Coverage testing is free of charge and only requires that you select a small group of officers in your jurisdiction to participate in the assessment.

For questions or to schedule coverage testing, please contact Ms. Shonda Zilch at 517.336.6674 or via e-mail at zilchs@state.mi.us.

## INTEROPERABILITY UPDATE

MPSCS members traveling through Livingston County can now directly reach Livingston County Central Dispatch via talkgroup "STATW 1."

Please note that the talkgroup is shared by MSP Station 10 and DNR Lansing RAP Center. Calls intended for Livingston County should specifically ask for Livingston Central Dispatch to avoid confusion.

## TRAINING UPDATE

If your agency has personnel that require training, please contact Ms. Shonda Zilch at 517.336.6674 or e-mail at zilchs@state.mi.us to schedule a training session.

## FROM THE CAPTAIN'S DESK

## Michigan Approves Upgrade to MPSCS

On Tuesday, November 6, 2001, the State Administrative Board approved a change to the contract between the State of Michigan and Motorola for Michigan's Public Safety Communications System (MPSCS). This contract change provides for an upgrade of MPSCS to Motorola's latest two-way radio platform – ASTRO® 25 6.0 IP Voice System. Equipment needed to install this advanced technology is already on its way to the Upper Peninsula where the first MPSCS radio towers to receive the system improvements are located. Once work is complete in the Upper Peninsula, the ASTRO® 25 6.0 IP Voice Platform will be upgraded at all MPSCS sites in the Lower Peninsula. It is estimated that the upgrade for the entire system will be complete by November 2002.

There are a number of enhancements that are afforded as part of this technology upgrade. Some of these new benefits include:

- More user capacity – 64,000 user IDs vs. 48,000
- 16,000 talkgroup IDs vs. 4,095
- Increased console capacity – More audio resources are available for more dispatch users and/or locations. The upgrade supports the addition of more wire-line dispatch consoles allowing connection of county dispatch centers, improving communications interoperability throughout the state.
- Simulcast – The upgrade supports the addition of more sites to the system without the need for more radio frequencies. This feature supports system expansion to provide more radio coverage for in-building portable radio users.
- Long-term support – Longer product life cycle, parts support, and software upgrades and enhancements
- Improved interzone bandwidth – Uses microwave capacity more efficiently, reducing bandwidth requirements
- Redundant zone controller – Provides additional failure protection compared to the present fault-tolerant design. This makes system maintenance and

upgrades easier with less downtime.

- Improved network management – Uses Full Vision for fault management, and separate servers for configuration and reports. The graphic user interface is more ergonomic and user-friendly than previous versions with integrated user configuration.
- Improved fault management – Remote access and troubleshooting is enhanced by using the SMP trap instead of the zone controller as proxy.

- Latest technology – This upgrade puts Michigan on Motorola's platform for the future, which will be supported with ongoing feature and product development.

Not only does this upgrade to MPSCS provide current users with expanded benefits and features, it will also provide Michigan with future enhancements such as use of 700 MHz channels, advanced encryption, multiple frequency bands, packet-based consoles, alphanumeric text service, CAD interface, as well as dual-band 700/800 MHz-capable subscriber radios.

The State of Michigan is making an investment of an additional \$20 million for this upgrade to MPSCS in order to ensure the state's ability to meet its public safety communications needs. The Michigan State Police Communications Division will be conducting regional information seminars regarding MPSCS and the specifics of this system upgrade beginning in January 2002. The time and location of these regional information workshops will be announced in early January. Governor Engler's decision to upgrade the radio system statewide to ASTRO® 25 6.0 ensures that the citizens of Michigan and the government agencies that serve them will have one of the most advanced two-way communications systems available.



Capt. Thomas J. Miller

*Thank you.  
Capt. Thomas J. Miller*

## FINE-TUNING YOUR MPSCS SKILLS

Sgt. Roque Ybarra

The other day I was at an auction when an old, dusty and tattered violin caught my eye.

The auctioneer asked, "what will be the opening bid on this beautiful instrument?"

The crowd was silent.

"Let's start at ten dollars."

The crowd remained silent. An elderly gentleman asked to look at the violin more closely. He took the violin and began to tune the instrument. He put the violin to his chin, the bow to the strings, and played a beautiful melody.

He handed the violin back to the auctioneer who then valiantly inquired, "what will be the opening bid?"

Needless to say, the violin sold for much more than ten dollars.

Recently, I had the pleasure of speaking with officers at an in-service training school about MPSCS issues. We

were able to discuss the basic functions of the radio including navigation through the different talkgroups and zones. I found that in many of the sessions, officers had forgotten how to perform some of the more common operations of the radio such as digital versus analog functions, changing zones and switching talkgroups. The radio, like a fine instrument, seems obsolete if not put to proper use.

If the personnel in your agency need fine-tuning of their radio skills, please feel free to contact the training unit. Monthly classes are conducted at no charge for new hires and members who need to renew their skills. Class schedules are posted in issues of the MPSCS Bulletin.

For information regarding the operation of your radios or to schedule a training class, please contact Ms. Shonda Zilch at 517.336.6674 or via e-mail at zilchs@state.mi.us.

## SITE MAINTENANCE:

### Staying One Step Ahead

Theron Shinew

On April 12, 2001, a microwave dish from the Northville tower site was severely damaged by a thunderstorm. In order to resolve the problem, a site maintenance crew was immediately sent to assess the damages. Accordingly, radio technicians had the site back on air within 20 minutes by switching to a backup dish. By noon the next day, the dish had been successfully replaced and the tower site was back to normal operation.

The success of the Site Maintenance Section can be attributed to their mission to not only repair equipment expediently, but also to consistently focus on being proactive instead of reactive. They understand that poor maintenance is highly visible and that good maintenance is virtually invisible. Thus they strive to remain a step ahead of any catastrophe that may occur.

Staying a step ahead requires several factors including the cross-training of all section employees so that every crew member is capable of managing every

task. It also includes maintaining a high level of organization through the use of a computerized maintenance management system called "MP2" that allows the section to benchmark progress.

The Site Maintenance Section is responsible for the upkeep and repair of a wide variety of MPSCS equipment which includes towers, antenna systems, lighting systems, equipment shelters, emergency generators, heating ventilation and air-conditioning systems, smoke detection equipment, dehydrators, site grounding, driveways and grounds. Through constant improvement and efficiency, they strive to keep the system flawless without the customer even knowing they exist.

If you have any questions regarding site maintenance, please contact Mr. Theron Shinew at

517.336.6188 or via e-mail at [shinewt@state.mi.us](mailto:shinewt@state.mi.us).



Just another day at work: site maintenance crews climb this 475-foot tower to perform a regular inspection.

## STRETCHING YOUR BUDGET:

### Grants to Research

#### Digital Technology Grant

**Title:** The Technology Opportunities Program

**Source:** Department of Commerce

**Web Site:** [www.ntia.doc.gov/otiahome/top/grants/grants.htm](http://www.ntia.doc.gov/otiahome/top/grants/grants.htm)

**Applications:** Available Online or by calling 202.482.2048

**Deadline:** Fiscal year 2002 deadline will not be officially announced until mid-December, however, the anticipated due date is late March, 2002.

#### Law Enforcement Grants

The most effective tool to use when researching grants is the Internet. Many public safety sectors have web pages that are unique to a specific line of service.

A worthwhile site to research is [www.policegrants.com](http://www.policegrants.com). This web site is continuously updated with current grant listings and potential funding sources for all types of law enforcement agencies.

## SUCCESS STORIES

On May 14, 2001, Otsego County's ability to communicate statewide with area public safety proved to be a sound investment when a three year-old boy wandered off into a heavily wooded area.

When the boy's father could not locate him, a coordinated search effort of six Otsego-area public safety agencies and three K-9 units ensued.

Three hours later, the boy was spotted by a member of the search party. All participating agencies were able to be notified immediately that the child had been located and the search could be terminated.

"MPSCS was a huge asset in our search for the boy," said Lieutenant Thomas Valdez of the Gaylord Post. "We were all talking the same language per se and that is critical in an emergency search situation such as this."

Interoperability success prevailed again on May 25 when a massive explosion occurred at Gaylord's Georgia-Pacific

Plant where nine people sustained burn injuries that ranged in severity from minor to critical.

The 11 Gaylord-area police, fire and EMS agencies responding to the incident were all able to communicate by radio via MPSCS and coordinate incident management activities to suppress the fire and care for the injured.

"MPSCS took us to a whole new level of communication that I had never experienced in my 34 years in law enforcement," said Chief John Jenkins of the Gaylord City Police Department.

At the end of the 22-hour emergency, the coordinated public safety effort prevailed as no lives were lost.

If your agency has a success story that expresses the benefits of the MPSCS, please contact Capt. Tom Miller at 517.336.6262 or e-mail at [millert@state.mi.us](mailto:millert@state.mi.us).

## MPSCS STATE ADVISORY BOARD MEMBERS

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## WELCOME NEW MEMBERS

American Red Cross  
Battle Creek Emergency  
Management Division  
Battle Creek Fire Department  
Battle Creek Police Department  
Brighton Area Fire Department  
Detroit Police Department  
Command Center  
Family Independence Agency  
Pro-Active Anti-Crime Team  
(PACT)

VISIT US ON  
THE WEB AT:  
[WWW.MPSCS.  
COM](http://WWW.MPSCS.COM)

**COST PER UNIT: \$**

# AGENCY REFERENCE GUIDE

## 7,631 Radios in Operation

### Mid-Michigan Agencies

American Red Cross  
Brighton Area Fire Department  
Brighton City Police Department  
Capital Region Airport Authority  
Clinton County 9-1-1  
Eaton County Sheriff Department  
Fowlerville Police Department  
Green Oak Township Police Department  
Hamburg Township Police Department  
Howell Fire Department  
Howell Police Department  
Ionia County Central Dispatch  
Jackson County 9-1-1  
Lansing Fire Department  
Lansing Police Department  
Livingston County Central Dispatch  
Livingston County Emergency Management Planning  
Livingston County EMS  
Livingston County Sheriff Department  
Michigan Emergency Patrol  
Montcalm County EMS  
Montcalm County Sheriff Department  
Pinckney Police Department  
Pro-Active Anti-Crime Team  
Unadilla Township Police Department

### Northern Michigan Agencies

Alpena County Central Dispatch  
Charlton Township Fire Department  
Charlton Township EMS  
Elmira-Warner Fire Department  
Gaylord Police Department  
Leelanau County Emergency Management Division  
Mason County Sheriff Department  
Midland County Department of Emergency Services  
Otsego County Central Dispatch  
Otsego County EOC/EMD  
Otsego County EMS Rescue  
Otsego County Fire Department  
Otsego County Road Commission  
Otsego-Lake Township Fire Department  
Otsego County Sheriff Department

### Northern Michigan Agencies (cont.)

Thetford Township Police Department  
Vanderbilt-Corwith Township Fire Department

### South Central Michigan Agencies

Battle Creek Emergency Management Division  
Battle Creek Fire Department  
Battle Creek Police Department  
Branch County 9-1-1  
Hillsdale County Central Dispatch  
Jonesville Police Department

### Southeast Michigan Agencies

Detroit Police Department Command Center  
Huron-Clinton Metro Park Authority  
Huron Township Police Department  
Oakland County Sheriff Department  
Washtenaw County Emergency Management

### Southwest Michigan Agencies

Antwerp Township Police Department  
Bangor Fire Department  
Bangor Township Police Department  
Baroda and Lake Township Police Department  
Barry County Central Dispatch  
Barry County Sheriff Department  
Barry Township Police Department  
Berrien County Sheriff Department  
Bloomington Fire Department  
Bloomington Police Department  
Coloma EMS  
Columbia Township Fire Department  
Columbia Township Police Department  
Covert EMS  
Covert Fire Department  
Covert Police Department  
Decatur Fire Department  
Decatur Police Department  
Freeport Police Department  
Geneva Township Police Department  
Gobles Police Department  
Gobles-Pine Grove Fire Department  
Hartford Fire Department  
Hartford Police Department

### Southwest Michigan Agencies (cont.)

Hastings Police Department  
Keeler Fire Department  
Keeler Township Police Department  
Kent County Road Commission  
Lawrence Fire Department  
Lawrence Police Department  
Lawton Fire Department  
Lawton Police Department  
Mattawan EMS  
Mattawan Fire Department  
Mattawan Police Department  
Middleville Police Department  
Niles Police Department  
Paw Paw Fire Department  
Paw Paw Police Department  
Pinedale EMS  
Prairieville Township Police Department  
Sister Lakes Fire Department  
South Haven EMS  
South Haven Fire Department  
South Haven Police Department  
South Haven Township Police Department  
Van Buren County Central Dispatch  
Van Buren County EMS  
Van Buren County Road Commission  
Van Buren County Sheriff Department  
Village of Nashville Police  
Wayland Police Department  
Woodland Township Police Department

### State and Federal Agencies

Department of Corrections  
Department of Environmental Quality  
Department of Military Affairs  
Department of Natural Resources  
Department of State Police  
Family Independence Agency  
Federal Bureau of Investigation  
Michigan Attorney General  
Michigan Secretary of State  
U.S. Customs  
U.S. Forest Service  
U.S. Secret Service